



Connecticut Department of  
**ENERGY &  
ENVIRONMENTAL  
PROTECTION**

**STATE OF CONNECTICUT  
DEPARTMENT OF ENERGY AND ENVIRONMENTAL PROTECTION**

Public Hearing – March 10, 2014  
Government Administration and Elections Committee

Testimony Submitted by Interim Commissioner Robert J. Klee

**Raised Bill No. 350 – AN ACT CONCERNING THE STATE-WIDE PROCESS IMPROVEMENT INITIATIVE**

Thank you for the opportunity to present testimony regarding Raised Bill No. 350 –An Act Concerning the State-wide Process Improvement Initiative. The Department of Energy and Environmental Protection (DEEP) welcomes the opportunity to offer the following testimony.

DEEP supports this preliminary proposal and welcomes the opportunity to offer the following testimony.

This bill proposes a more comprehensive, state-wide process improvement initiative for the purposes of increasing productivity in state government. DEEP supports the expansion of this initiative for all state agencies to streamline processes and prioritize resources to promote economic growth and improve services to customers. For the past two years, in accordance with general statutes section 4-68z, DEEP has served on the statewide LEAN steering committee and participated in valuable, worthwhile interagency process improvement efforts.

Within the past five years, DEEP has engaged in 65 LEAN projects across our air, water, materials management, natural resources and energy programs. More than 400 employees have been trained through LEAN teams. DEEP has experienced improvement in productivity and customer service. For instance, out of 12 permitting processes LEANed, there has been 74% overall reduction in processing time.

Thank you for the opportunity to present testimony on this proposal. If you should require any additional information, please contact Robert LaFrance, DEEP's Director of Governmental Affairs, at 860.424.3401 or [Robert.LaFrance@ct.gov](mailto:Robert.LaFrance@ct.gov) (or, Elizabeth McAuliffe, DEEP Legislative Liaison, at 860.424.3458 or [Elizabeth.McAuliffe@ct.gov](mailto:Elizabeth.McAuliffe@ct.gov) )